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December 7, 2005

Office of the Secretary
Federal Communications Commission
445 12th Street, N.W.
Washington, D.C. 20554

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Reference Docket: #03-123

Dear Sir:

I am writing to support the petition for captioned telephone service being mandated by the FCC.

I have had a progressive hearing loss for the past 30 years and during that time I have struggled to hear on the telephone. I spend a lot of time asking people to repeat and it is especially difficult with numbers and addresses. This month alone, I have struggled with confirmation numbers for my airplane and hotel reservations, for gifts that I am ordering for Christmas, not to mention people's names.

The relay service does not meet my needs since my friends and family are hearing and are not happy with the delay time it takes to converse. In addition the conversation is not private.

I thank you for considering a mandate since New York State is slow to respond to the need of people who have enough residual hearing to be able to hear on the phone, but not well enough to make it effortless.

Cordially,

Marcia B. Dugan

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